

CASE STUDY

Enhancing Operational Efficiency and Patient Experience at MyMichigan Health



Driving Efficiency and Excellence

In 2024, MyMichigan Health partnered with TouchPoint Support Services to transform the operations of its Medical Centers located in Saginaw, Standish and Tawas, Michigan. By leveraging people-first service models and advanced technology platforms, the partnership has delivered measurable improvements in workforce efficiency, cost control, and patient satisfaction. Within the first year, TouchPoint realized faster turnaround times, increased retail revenue, enhanced dining experiences, and higher employee engagement – all while maintaining MyMichigan Health’s award-winning, five-star patient experiences.

32.9% Average Reduction in TAT

21.6% Increase in Retail (Cafeteria) Sales

2.2% Reduction in Invoice Costs

2.9% Reduction of FTEs

Rising Costs and Workforce Pressures

Like many healthcare systems nationwide, MyMichigan Health faced challenges including rising costs, employee turnover, workflow inefficiencies, and services delays that affected both patients and staff. Despite its reputation for clinical excellence, the health system needed an operational partner who could streamline services, reduce financial strain, and elevate the patient and guest experience. TouchPoint was selected to help deliver on these goals through integrated solutions in Food and Nutrition Services, Environmental Services, and support operations.

System at a Glance

- MyMichigan Health serves **1 million+** residents across 26 counties.
- **13,200+** employees and operational staff
- **85 specialties** and subspecialties across care settings
- Centers for Medicare and Medicaid Services (CMS)-awarded **5-Star rating** for patient experience.



Measurable Results Across People, Process, and Patient Care

Workforce Optimization

- Deployed TouchPoint's Task Management Solution at MyMichigan Medical Centers in Saginaw and Tawas. This solution assigns tasks to the right staff at the right time, generating actionable insights to streamline scheduling and reduce staffing gaps.
 - 99.7% task completion
 - 8-minute reduction in turnaround time (TAT)
 - 2.9% reduction in Full-Time Equivalents (FTEs) without compromising service delivery
 - Full adoption by 58 daily users within two weeks of launch
- Implemented TouchPoint's Web-Based Status Tracking Solution at MyMichigan Medical Center in Saginaw, giving nurses, clinicians, and Food and Nutrition staff visibility into patient meal order, delivery, and service request status. Staff can also submit patient meal orders or housekeeping tasks.
- Improved retention and engagement through onboarding, training, and recognition programs.

Operational Efficiency

- Reduced overall TAT by an average of 32.9% across sites, improving patient flow and clinical support.
- Cut invoice costs by 2.2%, even with mid-year labor cost increases.
- Implemented AI-powered hot holding and preservation technology at MyMichigan Medical Center Standish that maintains food quality for up to 72 hours.
 - Anticipated benefits include:
 - 6% food cost savings
 - 1% labor savings
 - Improved flavor, safety, and patient and culinarian satisfaction

Patient and Guest Experience

- Enhanced and expanded food and retail offerings, driving a 21.6% increase in cafeteria sales.
- Delivered faster, more reliable service in both dining and environmental services.
- Invested in Retail & Café upgrades, including:
 - New freezers, Starbucks Serenade and espresso machines, a Turbo Chef panini system, baker's oven for fresh, in-house pastries.
- Enhanced offerings boosted grab-and-go selections.
- Elevated patient dining with:
 - Non-skid trays, China dinnerware, upgraded silverware, and temperature-controlled bases and domes – ensuring meals are both safe and restaurant-quality across inpatient, outpatient, and skilled nursing services.
- Consistently supported MyMichigan's CMS 5-Star rating by aligning service quality with patient expectations.

A Blueprint for Healthcare Transformation

The MyMichigan Health and TouchPoint partnership showcases how strategic collaboration and technology-driven solutions can elevate healthcare support services. From improved patient meals and modernized retail dining to smarter workforce management and operational efficiency, the results are clear: higher patient satisfaction, increased revenue, and measurable cost savings.

**Data comparison: August – October 2024 to April – June 2025.*

Ready to reimagine your healthcare operations?

Connect with TouchPoint Support Services to explore how customized, people-first solutions can help your organization achieve similar outcomes. www.touchpointsupportservices.com

